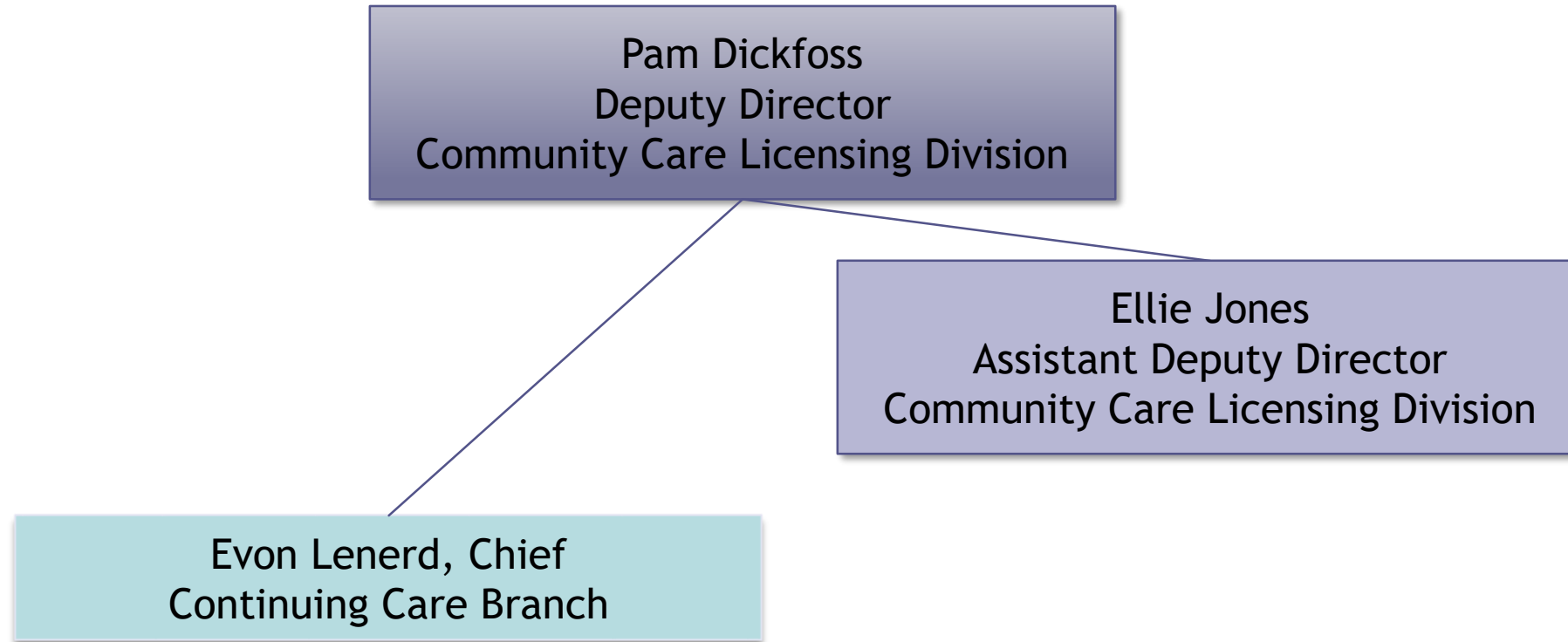


# Home Care Services Consumer Protection Act

Stakeholders Meeting  
May 4, 2017 and May 11, 2017

# Home Care Services Consumer Protection Act Implementation Team: Executive Team



# Home Care Services Consumer Protection Act Implementation Team: HCSB

McCaulie Feusahrens, Chief  
Home Care Services Bureau

Karen Cross  
Manager

Rochelle Sherbert  
Analyst

Paul Pazirandeh  
Analyst

Jack Burt  
Analyst

Sheila Glover  
Analyst

Sarah Sanders  
Analyst

Brandon  
Montgomery  
Analyst

Alejandro  
Martin  
Support Staff

Lauren  
Wager  
Support Staff

Jackie Galvin  
Manager

Matt Lugo  
Analyst

Jacqui Gonzalez  
Analyst

Jessica Swol  
Analyst

Vacant  
Analyst

Keith McCord  
Analyst

Susan  
Love  
Support Staff

Mike  
Hoang  
Support Staff

(Vacant)  
Manager

Steve David  
Analyst

Travis Brown  
Analyst

Ruben Perez  
Analyst

Barbora Rejmanek  
Analyst

Francina Williams  
Analyst

Shelby Whedon  
Analyst

Carmen  
Jasper  
Support Staff

Margo  
Chipman  
Support Staff

# Home Care Services Consumer Protection Act Implementation Team: CBCB

Dorette Pierce, Chief  
Caregiver Background Check Bureau

Paul Martinez  
Assistant Chief

Terece Williams  
Manager

Olaniyan Akyeem  
Manager

Ryan Boruff  
Manager

Pallavi #4  
Policy Analyst

Jon #22  
Analyst

Kristen #6  
Analyst

Alicia #36  
Analyst

Tracy #2  
Analyst

Hilda #32  
Analyst

Cindy #38  
Analyst

Rebecca #16  
Analyst

Diana #19  
Analyst

Sara  
Support Staff

Gerri #15  
Analyst

Meryl #17  
Analyst

Wendy #25  
Analyst

Debra  
Support Staff

Megan #23  
Analyst

Marolyn  
Support Staff

Sonia #40  
Analyst

# Objectives

- ▶ Provide updates on implementation
- ▶ Provide information on visits
- ▶ Provide information on Spring Finance Letter: Proposed Fee Increase

# Updates

# Updates

- ▶ HCSB receiving approximately 450 calls per day
  - ▶ 1<sup>st</sup> Quarter (January, February, March) Calls: 25,700+
  - ▶ April Calls: 8,700+
- ▶ HCO Applications
  - ▶ Applications Received: 1,550+
  - ▶ Licenses Issued: 1,300+
  - ▶ Conditional Licenses Issued: 70+
- ▶ HCA Applications
  - ▶ Applications Received: 114,300+
  - ▶ Showing registered on the Registry: 92,700+

# Inspections



# Preparing for the inspection

- ▶ Your analyst will conduct a HCO file review prior to the inspection to identify:
  - ▶ Any outstanding Fees
  - ▶ Background clearances or exemptions have been obtained on all individuals who have access to clients and confidential client information, and any individual owning 10% or greater beneficial interest
  - ▶ Waivers/Exceptions remain appropriate and valid
  - ▶ Complaints received during the inspection period and their outcomes

# Preparing for the inspection (Cont'd)

- ▶ Licensees may use the [HCS 9201 Home Care Organization Inspection Checklist](#) located at [www.cclld.ca.gov/forms](http://www.cclld.ca.gov/forms)
- ▶ This checklist is designed to assist in preparing for an unannounced inspection. This checklist covers the areas reviewed by your analyst at the time of the visit.

# Conducting the inspection

- ▶ Visits to the HCO are conducted during business hours provided to the HCSB
  - ▶ Maintain updated business hours with your analyst
  - ▶ Suboffice(s) will be visited during on and off hours
- ▶ Licensee or designee must available within 2 hours of the analysts arrival if:
  - ▶ Business hours are less than 8 consecutive hours per month, or
  - ▶ Business hours are listed as by appointment only
- ▶ Licensee or designee must be available to answer questions and provide requested documentation

# Conducting the inspection (cont'd)

- ▶ HCS Analyst will request to review:
  - ▶ Personnel files for licensees, employee's, volunteer's, and Affiliated Home Care Aides
  - ▶ Administrative files
  - ▶ Application documents
    - ▶ Analyst may remove records for coping (no health related records) by preparing a list of records and signing. Records will be returned within 3 working days of removal.
- ▶ Interviews may be conducted with staff, Affiliated HCAs, or volunteers
  - ▶ Licensee must provide a private location for interviews

# Concluding the Inspection

- ▶ HCS Analyst will prepare a report detailing inspection activities
- ▶ When no deficiencies are found during the inspection:
  - ▶ Report is reviewed with the licensee/designee
  - ▶ A copy of the report will be provided via email or mail to the licensee/designee within 5-10 business days

# Concluding the Inspection (cont'd)

- ▶ When deficiencies are found during the inspection:
  - ▶ HCS Analyst will review each deficiency and provide the licensee with the Health and Safety Code or Written Directives section that has been violated
  - ▶ Licensee and HCS Analyst will develop a plan to correct the deficiency
  - ▶ HCS Analyst will issue a written notice of deficiency identifying the date corrections must be made (this will be sent via email and or mail)
    - ▶ Deficiencies must be corrected within 30 days unless the Department determines more time is required.
    - ▶ Failure to correct the deficiency by the identified date will result in civil penalties

# After the inspection

- ▶ When deficiencies are found during the inspection:
  - ▶ Licensees will receive a proof of correction document to complete and return to the HCS Analyst by the specified due date
    - ▶ Plan of correction extension may be requested prior to due date.
    - ▶ A follow up inspection may occur

# Points to consider

- ▶ Technical assistance will be provided during this first round of inspections
- ▶ We will be reevaluating and taking input as we initiate biennial inspections
- ▶ Current Lessons Learned:
  - ▶ Licensees/Designees Not Present
  - ▶ Training not documented
  - ▶ Forms not complete



# Spring Finance Letter: Proposed Fee Increase

# Questions and Comments

# References

- ▶ Home Care Services Bureau  
<http://www.cclld.ca.gov/PG3654.htm>
- ▶ Caregiver Background Check Bureau  
<http://www.cclld.ca.gov/PG399.htm>
- ▶ Health and Safety Code  
[http://leginfo.legislature.ca.gov/faces/codes\\_displayexpandedbranch.xhtml](http://leginfo.legislature.ca.gov/faces/codes_displayexpandedbranch.xhtml)

# Acronyms

Acronym	Term
AB	Assembly Bill
CBCB	Caregiver Background Check Bureau
CCLD	Community Care Licensing Division
CDPH	California Department of Public Health
CDSS	California Department of Social Services
DDS	Department of Developmental Services (California)
DOJ	Department of Justice (California)
DRA	Domestic Referral Agency
EM	Evaluator Manual
FAQ	Frequently Asked Questions
H&SC	Health and Safety Code
HCA	Home Care Aide
HCO	Home Care Organization
HCS	Home Care Services
HCSB	Home Care Services Bureau
HCSCPA	Home Care Services Consumer Protection Act
IHSS	In Home Supportive Services
LPA	Licensing Program Analyst
RO	Regional Office
SB	Senate Bill
TL	TrustLine

# Contact Us

For more information regarding the Home Care Services Consumer Protection Act, please contact the Home Care Services Bureau by e-mail at [HCSB@dss.ca.gov](mailto:HCSB@dss.ca.gov) or by telephone at (916) 657-3570 or 877-424-5778.